

# Operating Instructions

## Operator Set OS13



**BOSCH**  
TELECOM

## Things worth knowing about this manual

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This manual helps you to get to know your operator set quickly and reliably. The manual is divided into three parts.

### **Getting to know your operator set**

In this section you will find basic information on the structure and operation of your operator set. Read how to unlock your operator set and how to telephone.

Find out by reading pages 5 to 29.

### **How to use your operator set**

All the functions you can use with your operator set are described in detail.

Find out by reading pages 30 to 85

### **Quick reference**

Use this section to look for a particular topic, e.g. a display message. You will find an index on the final pages.

Find out by reading pages 86 to 97.

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## How to use your operator set

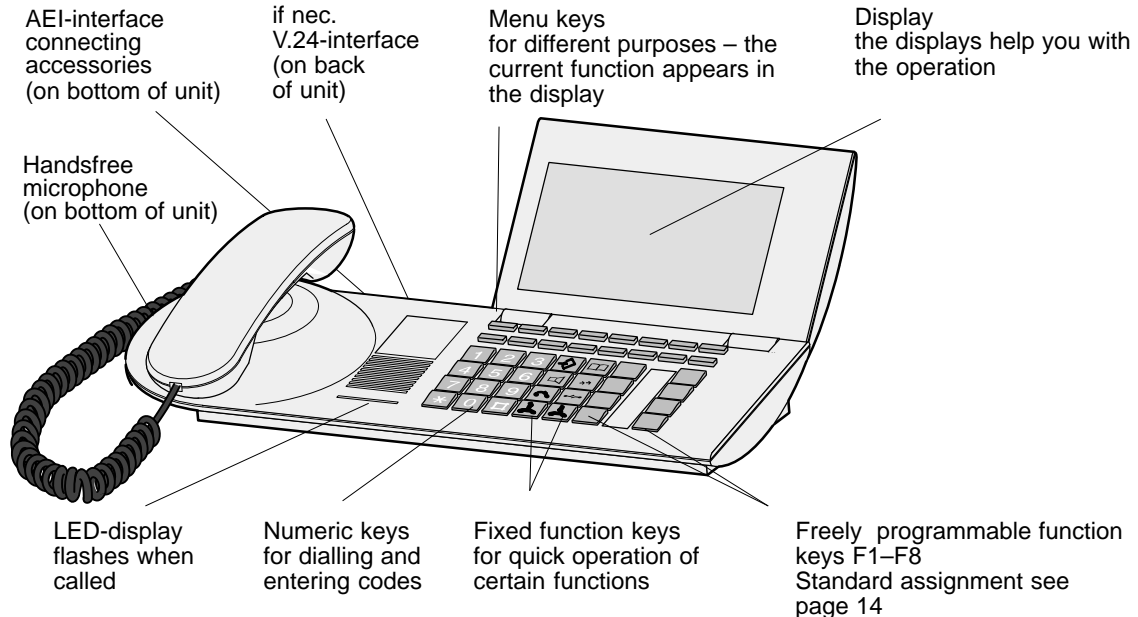
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## Overview

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The figure below shows the control elements of the OS13 operator set.



## The features of your operator set

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Apart from being able to telephone normally with your operator set, the OS13 operator set offers you some very special features.

The following list shows you what possibilities your operator set offers and on what page in this manual you can find further information about them:

Clear representation of a lot of information in the display, see page 8

Keys on your operator set and their functions, see page 13

Creating a personal configuration, see page 19

Unlocking with an identification number and password, see page 21

Telephoning with a locked operator set, see page 23

Finding and seizing a free trunk line (trunk group display), see page 28

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Talking to several extensions, see page 36

An external conversation for several extensions (chain call), see page 40

Holding conversations, see page 42

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Short dialling through the central trunk (code dialling), see page 61

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Creating destination dialling keys in the Setup menu, see page 63

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Displaying additional information about the connections, see page 72

Extended last number redial, see page 74

Settings tones and calls, see page 80

Switching off tone call, see page 83






Transmitting DTMF dialling signals, see page 84

Using a tape recorder, see page 85

## Structure of the display

Your operator set is equipped with a window-orientated user interface. The display always provides you with the latest details of all states. The display is divided into 8 sections. These are explained below. The contrast of the display can be adjusted in eight stages with the “Contrast” function key. You can set the angle of tilt of the display.

The figure below shows a standard assignment with international times. The user name, the international times and the menus can be configured individually.

BOSCH Telecom 1996			User line	06. Mar 12:35			
			Answering side			 am	
			Assignment side			St	
			Preview			Internat.times	
						 pm	
			Status line			NY	
			Number of available calls				
Conn	List	Rng	Menus				
Disc							Chg.



## User line

The user line at the top shows your user name with identification number (ID), the date and the time.

## Answering side and assignment side

These two lines show information about an answered or available call. A rectangle marks whether the operator set is currently active on the answering or assignment side.

## Preview

If the operator set is in the conversation state and is assigned further calls, these are displayed in the preview. The preview holds up to three calls of any call type. The calls are listed in order of priority.

## Status line

In addition to the different states of the operator set, different basic conditions occur which are displayed. Graphic symbols indicate these states in the status line. The following states are indicated by symbols:

### Night service



Your operator set does not take part in the call distribution. Only position calls are received. You can switch on your operator set with the “Connect” key. You can switch it off with the “Disconnect” key.



If you do not answer an incoming call, your operator set switches to night service after a time.

### **Pause**



Your operator set is temporarily disconnected from the call distribution.

### **Call list**



The call list contains entries.



The call list contains one or more entries. The call list is called with the “List” key.

### **Ringer**



The ringer is switched off. A call is not signalled acoustically. Your operator set can be set so that the ringer switches back on automatically after 10 seconds. You can switch the ringer on and off with the “Ringer” key.

### **Muting the microphone**



The microphone is switched off. The conversation partner on the telephone cannot hear conversations held with other persons in the room. You switch off the microphone with the “Mute” key. The microphone can only be muted in the conversation state.

### **Monitoring**



Persons in the room can listen to a conversation. You can switch monitoring on or off with the “Speaker” key.

### **Handsfree**



You can hold a conversation without using the handset. Other persons in the room may participate in the conversation. You can switch handsfree on and off with the “Handsfree” key.

### **Anonymous**



You have pressed the “Anonymous” key. Your internal call number is suppressed.

### **DTMF transmitter**



You need the DTMF transmitter for special functions, e.g. answering voice mail. You can switch the DTMF transmitter on and off with the “DTMF” key.

### **Tape connection**



A tape recorder connected to the operator set is switched on. You can switch the tape recorder on and off with the “Tape” key. Your operator set can be set so that it switches on a tape recorder automatically at the beginning of a conversation and off at the end.

### **Speech equipment**



A speech equipment is switched on. The speech equipment is connected with the AEI-interface of the operator set. You can switch the speech equipment on or off with the “TM” key.

### **Automatic answering**



A call is answered automatically after a set time. A connection is then established without having to press the “Answer” key. Your system administrator can set the time and program your operator set accordingly.

### **International times**

Up to two local times are displayed. The analog clocks contain a text for the time zone and an abbreviation “am” for before noon or “pm” for after noon. The minute hand changes in a 5 minute rhythm, the hour hand at half hour intervals.

### **Number of available calls**

In addition to the answering side and the preview, the overload display shows the calls available on the operator set or in the system depending on the type of call distribution. It sorts the calls according to type and totals the number per type. The number of calls only appears if one of the top eight menu keys is occupied with the appropriate answer key (e.g. Extl ans). Then the number of calls for this call type appears in the corresponding field, in the example the number of external calls.

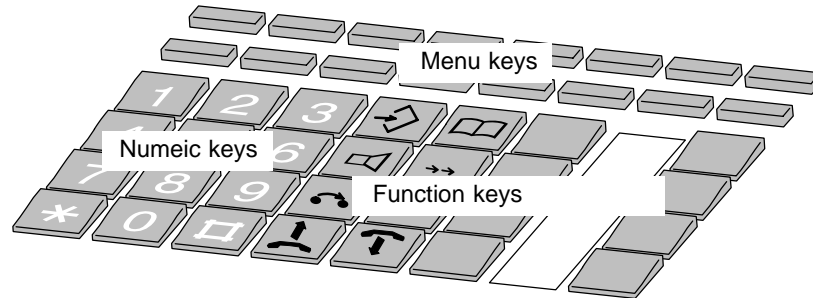
### **Menus**

There are 16 keys underneath the display. They are labelled in the appropriate position in the bottom section of the display. The function of these keys may change during operation. Your system administrator can configure these keys.

# Keys

---

Your operator set has 16 function keys, 12 numeric keys and 16 menu keys. Eight function keys are permanently programmed with functions, the other eight are assigned standard functions. Some menu keys are also assigned standard functions. Your operator set can be set up individually. Your revisor or supervisor can print out an appropriate labelling strip for the eight function keys with standard functions.



## Numeric keys



### Numeric keys

for dialling call numbers and entering codes.



### Star and Hash

for special functions.



## Function keys



### **Setup**

for changing options and setting up and changing destinations.



### **Speaker,**

to allow a third party to listen to a conversation.



### **Transfer**

to switch calls to other parties.



### **Answer**

to answer the respective current call (every call type).



### **Telephone book**

electronic telephone book. Here you can look for and select the call numbers.



### **Last number redial**

dials a number locally. You can choose between the last seven call numbers.



### **Disconnect**

disconnects the current connection or aborts initiated actions.



### **End**

ends a connection.

## Freely programmable function keys (standard assignment)



### **F1: Busy display**

to display busy state.



### **F2: Call charges**

for the call charge registration of connections.



### **F3: Trunk group**

for seizing a certain trunk line.



### **F4: Trunk**

to seize any trunk line.



### **F5: Logout**

to switch off your operator set.



### **F6: Acousics**

to change call and signal tones.



### **F7: Contrast**

to change the display contrast.



### **F8: Internal**

to dial an internal call number.

## Function keys

Your revisor or supervisor can set up the following functions for your operator set. Your revisor or supervisor can set up the following functions for your operator set. A function may be on a menu key or on a key of an extension module (DSS-module). In brackets you see the entry which appears in the display when a menu key is assigned this function.



### **Anonymous (Anon)**

suppresses your internal call number.



### **Answer external call (ExtI)**

to answer calls via a trunk line.



### **Answer hold (HLDa)**

to answer a waiting hold call.



### **Answer hold field 1 (Hld1)**

for specific holding and answering of a call in hold field 1 (not a hold call).



### **Answer hold field 2 (Hld2)**

for specific holding and answering of a call in hold field 2 (not a hold call).



### **Answer hold field 3 (Hld3)**

for specific holding and answering of a call in hold field 3 (not a hold call).



### **Answer internal (IntI)**

to answer internal calls.



### **Answer recall (Renw)**

to answer a redialled call or recall.



### **Answer renew (Recl),**

to answer a recall.



### **Answer station call (STAA)**

to answer a call with station call number.



### **Answer station transfer (STRa)**

to answer a connection which another operator set has transferred to you.



### **Call list (List)**

to display the received calls.



### **Central telephone book (CTB)**

to call the central electronic telephone book function. Your system must be equipped with the appropriate function.

**Chain call (Chn),**

to connect a caller with several extensions one after the other.

**Change over class of service (COSc)**

to change over the class of service of internal extensions.

**Charges answer (Chg.),**

to display the registered charges.

**Code dialling (Code)**

for short dialling of a centrally stored call number.

**Conference (Conf)**

connects several extensions together (three-party conference).

**Connect (Conn)**

to connect your operator set to the call distribution.

**Cut in (Cut)**

to an existing connection to announce a call.

**Disconnect (Disc)**

disconnects your operator set from the call distribution.

**DTMF transmitter (DTMF)**

switches the DTMF transmitter on or off.

**Handsfree (Hand)**

switches microphone and loudspeaker on or off.

**Hold (Hold),**

to put the current connection on hold. A hold call occurs.

**Identify (Iden),**

to display additional information about the connection.

**Muting the microphone (Mute),**

to switch off the microphone.

**Override (Over)**

to cut in to a line when do not disturb is set up for the party.



**Pause (Paus),**

to disconnect your operator set from the call distribution.

**Ringer (Rng)**

switches the ringer on or off.

**Station transfer (Sttr)**

to transfer a connection to another operator set.

**Speech equipment (HS)**

to switch the speech equipment on or off.

**Tape connection (Tape)**

switches a connected tape recorder on or off.

**Standard assignment**

You have the following additional function keys in the standard assignment:

Connect (Conn)

Disconnection (Disc)

Call list (List)

Ringer (Rng)




Charges answer (Chg.)


These functions are assigned to menu keys.  
If you need other function keys, get your revisor to set them up for you.

The standard assignment is subject to changes due to technical requirements.



## Menu keys

U. Glaser 123						06. Mar 11:55	
-[						 am St	
[-							
						 pm NY	
C							
Conn	List	Rng					
Disc							Chg.




The figure shows the assignment of the menu keys to the appropriate display. The display and function of the menu keys varies depending on the operating context.

In the example the top left menu key is assigned the “Connection” function and the bottom left menu key the “Disconnection” function.

The configuration determines the keyboard assignment with function keys. You can assign a free menu key with a destination in Setup.

## Creating a personal configuration

---

Your operator set can be set individually. You need the appropriate COS. Settings are possible in the Setup menu or with the Operator Set Manager (OSM) program.

### Class of service

Four classes of service are provided for an operator set. These are Revisor, Supervisor, Operator and Assistant.

A revisor can edit all options of your operator set. A supervisor can edit all options except the AEI and V.24 interfaces. As an operator you can edit destinations and look at the terminal ID. An assistant cannot use the Setup menu functions at all.

The options and destinations can be edited on the operator set in the Setup menu or with the OSM program (Operator Set Manager). Function keys can only be set up with the OSM program.

### Setup menu



With the “Setup” function key you call the Setup menu. There you can set up and change destinations and assign keys as an operator. To find out how to edit destinations in the Setup menu, read page 63. You cannot use this function as an assistant.

The options which can be set for your operator set are described in the Service and Assembly Manual.

## **Operator Set Manager (OSM)**

The OSM program is a comfortable tool for managing and setting up operator sets. It requires a personal computer. The personal computer is connected to the operator set.

A configuration determines the key assignment of your operator set. The operator set requires a configuration. Up to ten users can be set up for every configuration. Revisor and supervisor must be set up. This leaves eight users which can be set up as operators or assistants. Every user is assigned his own options. The keyboard assignment does not differ within a configuration.

With the OSM program, you or your revisor can:

- create and change configurations for an operator set,

- load changed configurations on the operator set,

- manage and set up a maximum of tens users for a configuration with individual options,

- copy a new program version to the operator set,

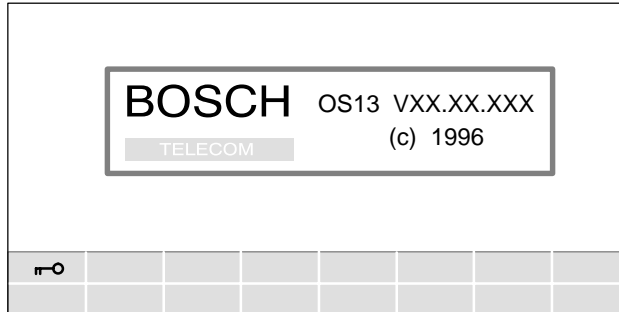
- create macros,

- import destinations from data bases

- and print labelling strips.

## Unlocking the operator set

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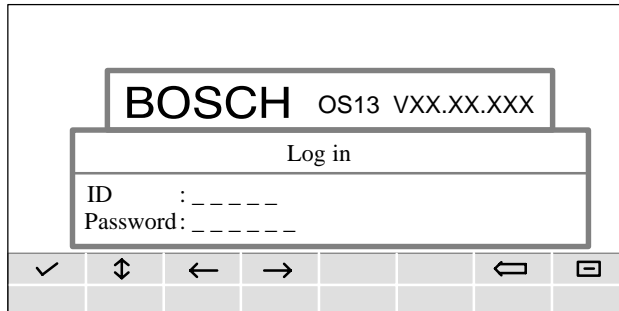
You must unlock your operator set before you can use it. For this you will need your identification number (ID) and your six-digit password. You can get these numbers from your supervisor.

Your operator set is locked.

You can answer an incoming call by lifting the handset.



Press the "Unlock" key. The "Login" menu appears.



e.g.

1	2	3
↕		

Enter your identification number. You can find out your identification number from your supervisor.

Press the “Down” menu key.

e.g.

1	2	3	1	2	3
---	---	---	---	---	---

Enter your six-digit password.



Press the “Ok” menu key. The identification number and your password are checked.

Your user interface appears.

In order to be able to fully exploit all the functions of your operator set, you must log in the operator set to the call distribution. Your operator set can also be set to log in automatically.

U. Glaser 123						06. Mar 11:55	
-[{							
[→							
H H							
☾							
Conn	List	Rng					
Disc							Chg.

## Locking the operator set

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### Locking

Lock your operator set to prevent unauthorized persons from using it.

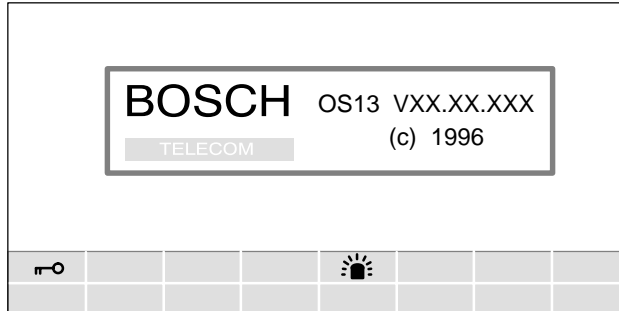


Press the “Logout” key. Your operator set is now switched off.

Another user can log in with his identification number and password.

## Telephoning with the operator set locked

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### Answer call

You can answer incoming calls even when your operator set is locked. If an emergency call key is set up, you can also call a stored call number. The emergency call number is set up by your revisor or supervisor.

### Emergency call

Your operator set is locked and you are called. Lift the handset. You are connected with the caller.



Your operator set is locked. An emergency call key is set up. Press the "Emergency" key.



Press the "Ok" menu key. The stored emergency call number is dialled automatically.



## Taking a break

---

If you want to take a break, you can disconnect your operator set from the call distribution temporarily. Position calls still reach you.

### Taking a break



Press the “Pause” key. Your operator set logs out from the call distribution. Calls from the call distribution no longer reach you.



The symbol indicates that your operator set is not participating in the call distribution.



Press the “Connect” key to end the break.



# Telephoning normally

With the operator set you can telephone normally like with any other telephone. When you want to call extensions in the public telephone network, you can decide whether you want to telephone on any or on a specific trunk. Your operator set distinguishes between dialling within your telephone system (Internal) and dialling externally into the public telephone network (Trunk).






## Calling someone (Internal)



Press the “Internal” key. This initiates dialling of an internal call number.



Dial the desired call number. This appears in the display.

U. Glaser 123						06. Mar 11:55	
 internal free		Exn 33 LUDWIG H.				 am St	
						 pm NY	
							
Conn	List	Rng	Mute	Free	DTMF	Tape	
Disc	Iden						Chg.

In the display you will see whether the extension is free. You can then telephone as usual.

If the extension is telephoning, “Busy” appears in the display.

Telephoning on any trunk line (External)









Press the “Trunk” key. This seizes any free trunk line. You hear the dial tone.

e.g. 

1	3	5	8	6	0
---	---	---	---	---	---

Dial the number you want. This appears in the display.

U. Glaser 123						06. Mar 11:55	
 		Trunk outgoing 135860 free				 am St	
						 pm NY	
 							
Conn	List	Rng	Mute	Free	DTMF	Tape	
Disc	Iden						Chg.

You will here a ringback or busy signal. You can hold your trunk call when the extension answers.



## Finding and seizing a free trunk line (trunk group)

Your telephone system may combine several trunk lines and tie lines in a trunk group. You can seize a line of a free trunk group. The trunk groups must be set up in your telephone system.

### Telephoning on a certain trunk line (External)



Press the “Trunk group” key.

U. Glaser 123				06. Mar 11:55			
-{				am			
{→				St			
{				pm			
{				NY			
B1		B3	B4		B6		
	B8						

The display shows you the status of different trunk line groups.

The name of the trunk group is given by the trunk group.



Press the desired trunk group key to seize a free line in the trunk group.

e.g.



Dial the call number. You hear the ringback or busy signal. Hold your trunk call when the extension answers

## Trunk group display

The trunk group display tells you about the status of the trunk group. You can see whether a trunk group is, free, busy, barred or off.



The trunk group is free. You can seize a line of the trunk group.



The trunk group is busy. You cannot use the trunk group.



The trunk group is barred. You cannot use the trunk group.



The trunk group is off. You cannot use the trunk group.

## Closing the trunk group display



Press the “Close” key. The window of the trunk group display is closed.

### **Note:**

The window closes automatically after ten seconds.

## Holding a conversation

---

You can hold a conversation with the handset or a speech equipment. You can also telephone without either of these devices (handsfree). Your operator set has a built-in microphone and a loudspeaker. In this way other persons in the same room can take part in the conversation. You can also let other persons in the room just listen (monitoring).

### You use the handset



Press the “Answer” key or lift the handset to answer a call.

Hold the conversation as normal. The call is disconnected when you place the handset on hook.



You can also press the “End” key to end a conversation.

### You are using a speech equipment



Press the “Answer” key to answer a call. Your operator set can be set up so that it connects a call automatically after a certain call time.



A speech equipment connected at the AEI-interface can be switched on or off with the “TM” key.

## Handsfree



The “Speech equipment” symbol appears in the display.

Hold the conversation as normal with the speech equipment.



Press the “End” key to end a conversation.

The “Handsfree” key must be set up. Tell your conversation partner that other people are listening.



Press the “Handsfree” key. This switches hands-free on or off.



The symbol indicates that handsfree is switched on.

## Letting others listen (monitoring)

Tell your conversation partner that other people are listening.



Press the “Speaker” key. This switches monitoring on or off.







The symbol indicates that monitoring is switched on.

# Answering specific calls

Incoming calls are displayed differently. The name of the call type appears in the display. If several calls are waiting at the same time, the extended preview helps you decide which call to answer first.

Your revisor determines which call type you can answer with which answer key. The answer keys Station (Tran), Answer internal (Intl) , Answer charge call (Chg.) , Answer station call (Sta.), Answer external call (Extl), Answer hold (Hlda), Answer recall (Recl) and answer renew call (Renw) can be set up for you by the revisor. The revisor determines that the call types trunk call and trunk seizure can be answered with the “External answer” key for example.

## Answering a specific call

U. Glaser 123				06. Mar 11:55			
		Internal call Exn 43 HUTT U.				am St	
		Trunk call 07111358693				pm NY	
Conn	List	Rng	Mute	Free	DTMF	Tape	
Disc	Iden						Extl

The display shows two calls, an internal call and an external call.

When you press the general answer key, the internal call is answered by the extension 43.

The preview shows a trunk call. You can answer this specifically.






Press the “External answer” key. You are connected with the external caller (trunk call), the internal caller is still waiting.



# Switching a caller (brokerage)

You can connect a caller with an extension in your telephone system at any time. External and internal callers are switched in the same way. Your line is free when you have established the connection.

## Initiating switching

U. Glaser 123							06. Mar 11:55		
	Trunk call		ISDN-TRUNK 1					am	
	Conversation		07111358612					St	
									pm
									NY
Conn	List	Rng	Mute	Free	DTMF	Tape			
Disc	Iden								

You are telephoning. The caller wants to speak to an extension in your telephone system.



Press the “Transfer” key. This initiates switching.

e.g.



Dial the number you want. This appears in the display. In the display you can see whether the number is free or busy.

## Extension is free

## Extension is busy

### Note:

You can also switch a caller without pressing the “Transfer” key.

Whether or not you remain connected with the caller can be set.

Announce the call when the called extension answers.

Press the “End” key to connect the two extension.



Press the “Cut-in” key to announce the call. The called party and his partner hear the cut-in tone. Announce the trunk call.

If the call is not answered, press the “Cut-in” key again. This ends cut in.



Press the “End” key. The caller waits until the extension is free. It is then connected automatically.






If the extension does not answer an external call within a certain time, you will get a recall.

# Override do not disturb

You can also switch a caller when the called party has switched on do not disturb. You must override the do not disturb first before you switch the call.

This function is only possible if your operator set is set up accordingly.

## Do not disturb

U. Glaser 123						06. Mar 11:55	
		Trunk call ISDN-TRUNK 1				 am St	
		Conversation 07111358612					
		internal Exn 43				 pm NY	
		Do not disturb					
							
Conn	List	Rng	Mute	Free	DTMF	Tape	
Disc	Iden						Over

You attempt to switch a call.

The display shows that do not disturb is switched on during the assignment.

Decide whether you want to override the do not disturb.



Press the “Override” key. This overrides the do not disturb. You can only switch the call if the extension answers.








Press the “End” key. This ends assignment. The party is connected with the caller as soon as he answers.

## Conversation between several parties (three-party conference)

---

With a three-party conference you can establish a connection between your operator set and any two other connections. All parties can then converse. This saves making several calls.

### Initiating a three-party conference

U. Glaser 123						06. Mar 11:55	
	Trunk call	ISDN-TRUNK 1					am
	waiting	07111358612					St
	internal	Exn 43					
	Conversation						pm
							NY
Conn	List	Rng	Mute	Free	DTMF	Tape	
Disc	Iden						Conf

You have set up a broker connection and spoken to every party.

See page 33 to find out how to set up a broker connection.



Press the "Conference" key. The conference is set up. You and the two extensions are connected to each other.

### **Ending and brokering three-party conference**



Press the “Transfer” key. You are connected to the first party again.

The other party waits.

### **Ending three-party conference and connecting**








Press the “End” key. The two parties are connected with each other.

## Recall


---

If you assign an external call to a party and he does not answer within a certain time, the call is switched back to the operator set. The time before a recall is set by the customer services.

### Answering a recall

U. Glaser 123						06. Mar 11:55		
	Recall	ISDN-TRUNK 1					am	
	Exn 93	07111358612					St	
								pm
								NY
Conn	List	Rng	Mute	Free	DTMF	Tape		
Disc	Iden			Hold			Recl	

The called extension has not answered the call.  
The display shows the recall.

 Press the "Recall answer" key. This accepts back the call. You can then transfer the caller to the same extension again or another extension.

Note:

You can also answer the recall with the general answer key.

### Transferring the call back to the same extension



Press the “End” key. The caller is transferred to the same extension.

### Transferring the call to another extension



Press the “Disconnect” key. This separates the previous connection to the extension.

e.g.



Dial the call number you want. This appears in the display. In the display you will see whether the desired extension is free or busy.








If the extension is free, press the “End” key.

## One external call for several parties (chain call)

---

If an external party informs you that he wants to speak to several parties, you can connect him to these one after another. After every conversation, the party is automatically switched back to you. The function key "Chain call" must be set up.

### Initiating a chain call

U. Glaser 123						06. Mar 11:55	
		Trunk call ISDN-TRUNK 1				 am St	
		Conversation 07111358612					
						 pm NY	
Conn	List	Rng	Mute	Free	DTMF	Tape	
Disc	Iden						Chn

You are telephoning. The caller wants to speak to several parties in your telephone system.

Press the "Chain call" key. This sets up the connection for a chain call. You can now connect the external party to the other parties in the normal way with the "Transfer" key. After the conversation it is switched back to you.



## Deleting the chain call

The party informs you that he does not want to receive any further calls at the end of the conversation.



Press the "Chain call" key again. The party is not switched back to you after his last call.

The chain call is deleted automatically when the party hangs up.

### **Note:**

If several internal parties want to speak to the same external party one after another, you can also dial a chain call.






This may be useful if you want to maintain a trunk call.

## Keeping a caller waiting (hold call)

---

If you cannot place a connection immediately, you can keep the caller waiting until the desired extension is free. You can hold the connection simply by pressing a key. When the desired connection is free, the caller is not connected automatically. You must answer the hold call and then switch it. The function key "Hold" must be set up.

### Holding a connection

U. Glaser 123						06. Mar 11:55	
		Trunk call ISDN-TRUNK 1				 am St	
		Conversation 07111358612					
						 pm NY	
Conn	List	Rng	Mute	Free	DTMF	Tape	
Disc	Iden						Hold

You cannot place a connection immediately because, for example, the desired extension is busy.



Press the "Hold" key. The connection is maintained. As soon as the desired extension is free, answer the hold call and switch it.

## Answering a held call



Press the “Answer” key to answer the hold call.  
You are reconnected to the caller.

Transfer the caller as usual with the “Transfer” key.




### **Note:**

If the “Hold answer” key (HLDa) is set up, you can answer the hold call specifically.

# Keeping a caller waiting specifically

If you are unable to place several calls immediately you can keep up to three callers waiting specifically. The difference to the hold call (see previous page) is that you can call the three callers specifically irrespective of the order in which the calls arrived. The functions keys “Hold 1”, “Hold 2” and “Hold 3” must be set up.

## Holding several connections

U. Glaser 123						06. Mar 11:55	
<div>-[</div> <div>[-</div> <div><div></div><div>Hold field 1 07111358645</div><div>Hold field 2 06975056757</div></div>						<div></div> <div>am</div> <div>St</div>	
							<div></div> <div>pm</div> <div>NY</div>
Conn	List	Rng	Mute	Free	DTMF	Tape	
Disc	Iden				Hld1	Hld2	Hld3

You cannot place several calls immediately.

Press the “Hold 1” key. The caller waits.

The hold call appears in the preview. You can keep up to three callers waiting. The hold field number and the call number of the extension are displayed.

## Answer hold field



With the appropriate key, “Hold 1” in the example, you can answer the corresponding call specifically. You cannot answer a call in the hold field with the general answer key.

You are reconnected to the caller.

Transfer the caller as usual with the “Transfer” key.








## Answering recalls


---

An trunk call is automatically switched back to you when a party in your telephone system refers back the call to you, for example when he hangs up in an inquiry. "Recall" appears in the display. The function key "Recl" must be set up.

### Answering renew call

U. Glaser 123				06. Mar 11:55			
 Recall		ISDN-TRUNK 1		 am		St	
		07111358612		 pm		NY	
							
Conn	List	Rng	Mute	Free	DTMF	Tape	
Disc	Iden						Recl

You are called. The message "Recall" appears in the display. An extension has referred back a call to you.

 Press the "Recall answer" key to answer the call. You are connected to the caller.






If the caller wants a connection, you can connect him as usual with the "Transfer" key.

You can also answer the recall with the general answer key.

# Answering an internal call (internal call)

You can answer a call from your own telephone system simply by pressing a key. Your operator set distinguishes between calls according to call type. The call type tells you in what way your operator set is called. You can answer every call type with the “Answer” key. You can also answer every call type specifically with the specially set up answer key. This allows you for example to answer a trunk call among several calls.

## Answering an internal call with short dialling number






U. Glaser 123						06. Mar 11:55	
		Internal call				 am St	
		MALDENER Exn 35					
						 pm NY	
Conn	List	Rng	Mute	Free	DTMF	Tape	
Disc	Iden						Intl

You are are called internally with your short dialling number.“Internal call” appears in the display.

Press the “Internal answer” key. This answers the call. You can then switch the call internally or externally.

You can also answer the call with the “Answer” key.

## When you are called with your call number (Station call)

U. Glaser 123						06. Mar 11:55	
		Station call HUTT				 am St	
		Exn 43					
						 pm NY	
Conn	List	Rng	Mute	Free	DTMF	Tape	
Disc	Iden						Sta

An extension calls you specifically with the call number of your operator set (station call number). "Station call" appears in the display.

With the call number, the operator set can also be called when it is switched off.



Press the "Station answer" key. This answers the call.

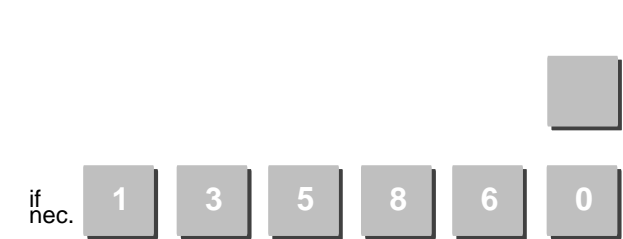
You can now switch the caller internally or externally.



# Switching a trunk line for an internal extension

You can assign a trunk line to an extension simply by pressing a key. You can decide whether to switch via any or a specific trunk line.

## Switching any trunk line








A semi-restricted party wants a trunk line.

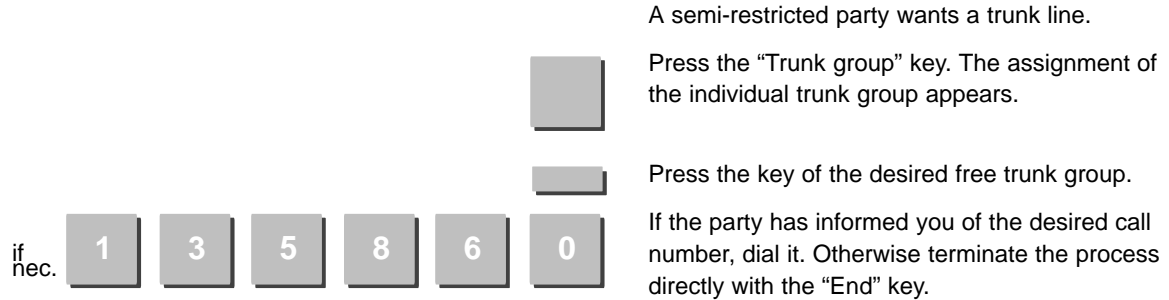
Press the “Trunk” key. This seizes a free trunk line. You hear the dial tone.

If the party has informed you of the desired call number, dial it. Otherwise terminate the process directly with the “End” key.

End switching with the “End” key after you have entered the call number.

U. Glaser 123						06. Mar 11:55	
		Internal call		HUTT			am
		waiting		Exn 43			St
		Trunk outgoing		135860			pm
							NY
Conn	List	Rng	Mute	Free	DTMF	Tape	
Disc	Iden						Chg.

## Switching a certain trunk line



# Answer a trunk call out of a refer back (Assist)

You can have a trunk call from an extension in your telephone system handed over to you if this calls you in refer back.

## Answering a trunk call

U. Glaser 123						06. Mar 11:55			
	Assist		HUTT				am St		
	LN.9300		Exn 43						
								pm NY	
Conn	List	Ringer	Mute	Free	DTMF	Tape			
Disc	Iden							Intl	

You are called. "Assist" appears in the display. An extension calls you in refer back.



Press the "Internal answer" key. You can now talk to the extension.






If the extension hangs up you are automatically connected to the trunk extension.

## Connection to other operator sets (Station transfer)

---

External calls can also be handed over to other operator sets or transferred from other operator sets. In order to be able to transfer a call to another operator set, you need the logic station number of the operator set. The logic station number always has two digits.

### Answering a transferred call






U. Glaser 123						06. Mar 11:55	
		Sta. trans.		DIPL			am St
				Exn 4321			
							pm NY
Conn	List	Rng	Mute	Free	DTMF	Tape	
Disc	Iden						STRa

You are called. "Sta. trans." appears in the display. This connection has been transferred to you by another operator set.



Press the "Answer Station transfer" key to answer the call. You are connected to the caller.

## Transferring a call to another operator set

U. Glaser 123						06. Mar 11:55	
		Trunk call ISDN-TRUNK 1				 am St	
		Conversation 07111358612					
						 pm NY	
Conn	List	Rng	Mute	Free	DTMF	Tape	
Disc	Iden						StTr

You receive a trunk call. You want to transfer this call to another operator set.

e.g.

0	2
---	---



Press the "Station transfer" key.

Select the logic station number of the other operator set. This must always be two digits, e.g. 02. Announce the trunk call.

Press the "End" key. This transfers the call. The process is terminated.

# Displaying the last callers (Call list)

If callers have not reached you, you can display a list of their names, call numbers and call time. The call list contains a maximum of twenty entries. An indicator shows how often the same caller has tried to reach you. Only callers are entered in the call list who have dialled your station call number.

## Displaying the call list




The symbol opposite indicates that the call list contains one or more entries.



Press the "Call list" key. The call list appears.

## Select an entry from the call list

U. Glaser 123				06. Mar 11:55			
	Call list  :3						am
							St
		2115		1			
		ANALOG EXT.		10:30	06.Mar		pm
		007111358641		2			
		Schmidt Heinz		10:45	06.Mar		NY
		007111358693		+1			
		Handel Claudia		10:46	06.Mar		

The call list is displayed. Select the desired entry with the arrow keys. A pointer shows the selected call.

The total number of entries in the call list is next to the telephone symbol.

A "+" in front of the number of call attempts marks a new entry in the call list.

## Deleting an entry



Press the “Dial” key. The displayed call number is dialled automatically. After the call, the entry is automatically deleted from the call list.

The call list is displayed. Select the desired entry with the arrow keys. A pointer shows the selected call.



Press the key for “Delete entry” . The marked entry is deleted.

## Delete all entries

You can delete all entries from the call list.



Press the key “Delete all entries”. All entries of the call list are deleted.

## Closing the call list window



Press the “Close” key. The call list window is closed.

### **Note:**

The window closes automatically after pressing the “Dial” key or if more than 10 seconds pass between your entries.

# Displaying free extensions (Busy display)

Your operator set has a comfortable busy display. At a glance you can see which extensions are busy. You can thus inform a caller immediately whether the desired extension is busy or free.

## Calling the busy display



Press the “Busy display” key (BD). The busy display appears.

U. Glaser 123					06. Mar 11:55			
	Trunk call		ISDN-TRUNK 1			am		
	Conversation		07111358612			St		



The extensions with the call numbers 2101, 2102, 2108, 2126 and 2129 telephone internally, the extensions with the call numbers 2110 and 2144 externally.

### Scrolling to the next page of the busy display

The busy display can hold a maximum ten pages. You can only scroll forwards.

Press the “Busy display” key (BD). The next page of the busy display appears.



### Switching states of the extensions

You can read off the following states of an extension:

No call number appears.

The extension is free.

01

The call number is displayed.

The extension is talking to an internal partner.

10

The call number is displayed inversely.

The extension is talking to an external partner.



## Closing the busy display



You can close the busy display by scrolling through the pages up to the last page with the “Busy display” (BD) key. After the last page, the busy display closes.

or



Press the “Close” key. The window of the busy display is closed.



If you end a call with the “End” key, the busy display closes.

or

The display time for the busy display can be set by your revisor.

## Finding a free extension with the busy display (“Flying connection”)

Your operator set can be set up so that the busy display appears automatically when the dialled internal call number can be assigned to a section of the busy display.

Example:






A busy display for the range 100 to 149 is set up. You select an internal extension and enter the as yet uncompleted call number 11. The busy display appears. You can now see immediately whether the desired extension, e.g. 115, is free or busy.

# Displaying call charges

The call charges of a current call can be registered at any time. The charges are not saved.

If a printer is connected to your operator set, you can print out the charges.

## Registering charges

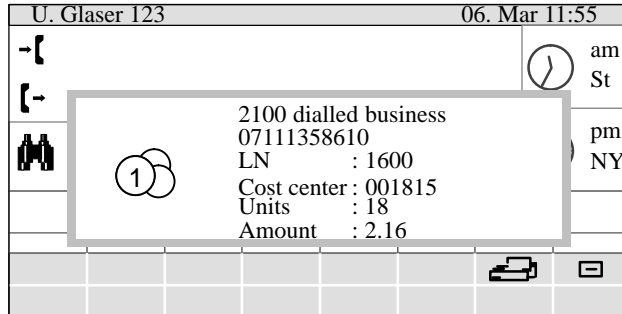
U. Glaser 123						06. Mar 11:55	
	Internal call		HUTT				am
	waiting		Exn 43				St
	Trunk outgoing		135860				pm
							NY
Conn	List	Rng	Mute	Free	DTMF	Tape	
Disc	Iden						Chg.

You have seized a trunk line for an extension in your telephone system.

Press the “Charges” key. The charges of the current call are then registered.

Note:  
You can start call charge registration at any time during a current trunk call.

## Displaying call charges



U. Glaser 123				06. Mar 11:55			
-[						am	St
[→						pm	NY
⋈							
①	2100 dialled business						
	07111358610						
	LN : 1600						
	Cost center : 001815						
	Units : 18						
	Amount : 2.16						
						Printer	Close

The extension has ended its trunk call. Your operator set reports a charge call.

Press the "Chg ans" key.

The following information appears in the display:

Call numbers of the extensions,  
business or private  
Line,  
Cost center,  
Units and the costs of the call.



To print out the charges, press the "Print" key.  
The charges are printed. The process is terminated.



Press the "Close" key if you do not want to print.

# Speed dialling through the central trunk (Code dialling)

Customer service has stored some call number in your telephone system. You can dial these numbers by entering fixed code numbers.

## Dialing by code








Press the “Code dialling” key. This starts code dialling.

e.g.



Enter the code number, e.g. 22. This is displayed as a check.

U. Glaser 123							06. Mar 11:55	
		Code dialling 22						am St
		Dial						
								pm NY
Conn	List	Rng	Mute	Free	DTMF	Tape		
Disc	Iden						Code	

The full call number is dialled automatically.

If the extension is free you can hold your conversation.

**Note:**

If a call number has not been stored completely, the note “Postdial” appears. You can then post-dial the additional digits.

## Short dialling with destination keys (destination dialling)

---

You can save frequently used call numbers and dial them easily later with a destination key. It is advisable to use an additional display and control module – a DSS module – for destination dialling keys. Up to two DSS-modules can be connected to your operator set.

Every DSS-module contains 36 keys. A key can be assigned a function, a macro or a destination. A LED is integrated in every key. This signals different states.

### Dialling an extension with destination dialling



Press the desired destination dialling key.

The stored call number, whether internal or external, is dialled automatically.

### Display status of an internal extension



If a key of a DSS module is occupied with an internal extension, the built-in LED signals the conversation states of the extension.

The LED shows the following states:

off



Internal extension is free.

lights



Internal extension holding a conversation.

flashes slowly



Internal extension is holding a conversation.

# Save destination dialling (Setup)

You can save frequently used call numbers as destination dialling. Destination dialling keys are created, changed and saved in the Setup menu. For the Setup menu you require the appropriate class of service. You cannot create destination dialling keys if you only have the Assistant class of service.


## Start Setup



End an active conversation. Press the “Disconnect” key. You must disconnect your operator set from the call distribution to be able to use Setup.




Press the “Setup” key. The Setup menu appears.



Setup U. Glaser 123

Please select a function


	Dest			Pass				

In the Setup menu you can edit destination dialling keys and view the terminal ID, Your operator set can manage up to 1000 destinations.

Your user name is displayed.

## Start key selection

**Dest**

	Key selection						
	Abt Christian Ammann Edgar Auer Tina Bauer Peter Belinski Ute Bunsen Karl Byziow Sabine Dorne Dieter						
<b>Bit</b>							
Ass	↑	▲	▼	↓			☐
	Rem	▲▲	▼▼	New	Del	Edit	


Press the key “Dest”.

You can now create, change or delete destination dialling keys.

The destinations are shown in alphabetical order.

## Create a destination dialling key

**New**

	Key selection						
	Abt Christian Ammann Edgar Auer Tina						
<b>Bit</b>	Destination dialling input						
	Text: _ _ _ _ _ RNr.: _ _ _ _ _						
✓	↕	←	→	⎵	ABC	↶	☐
A	B	C	D	E	F	G	H

Press the “New” key to create a new destination dialling key.



e.g. Bosse, Carsten

Enter a name.



Move the cursor to the next line.

e.g.



Enter the call number with the numeric keys.



With the “ABC” key, switch between the character lines “A to H”, “I to P”, “Q to X” and “Y Z \* + . : /”.



With the “Shift” key, switch between capital and small letters.



With the “Delete character” key, delete the last character.



Move the cursor to the left and right with the arrow keys.



Acknowledge your inputs with the “Ok” key.



Press the “Close” key to close the input window.

### Assigning a destination dialling key

After you have entered a new destination dialling, you can assign this destination to a free key of the operator set or an additional module (DSS).

## Changing a destination dialling key



Mark the desired entry with the pointer.

Press the "Assign" key.



Press the desired free key.



Press the "End" key to close the process.

### **Note:**

You need not assign a destination dialling to any key. You can then use the destination dialling with the telephone book function.



Mark the desired entry with the pointer.

Press the "Edit" key to change a destination dialling key.

Change the entries.



Confirm your entries with the "Ok" key.



Press the "Close" key to close the input window.

## Deleting assignment of a destination dialling key

You can delete the assignment of a destination dialling key. A key on the operator set assigned this destination is then free.



Press the "Remove" key. The assignment of the destination key is deleted.



Press the key you want to delete.



Press the "End" key to terminate the process.

## Removing a destination dialling key

You can delete a destination dialling key. The destination dialling is removed from the key selection and a key of the operator set assigned this destination is free.



Press the "Delete" key.



If you really want to delete the element, press the "Ok" key.



You can cancel the process with the "Close" key.

## Scrolling in the key selection



You can scroll backwards and forwards one page with the double arrow keys.



With the triple arrow keys, you can scroll about 50 entries forwards or backwards if they are available.

## Ending key selection



Press the "Close" key to end the key selection.

## Viewing the terminal ID

You can view the terminal ID in the Setup menu. The terminal ID tells you about the hardware and software of the operator set.



Press the "Pass" key in the setup menu.



Press the "Close" key to close the window Terminal ID

## Ending Setup



Press the "Close" key to end the Setup mode. Your changes are saved.



Log in to the call distribution again with the "Connect" key.

## Using the electronic telephone book

---

Your operator set is equipped with an electronic telephone book. This enables you to dial a desired extension comfortably by means of names or parts of names. The electronic telephone book distinguishes between local and central electronic telephone book (option). The operation is the same for both. You can add or change entries in the local telephone book in the Setup menu.

### Calling the electronic telephone book



Press the “Telephone book” key. The interface of the telephone book appears.

U.						11:55	
	Electron. phone book						
	Name :S						am
	-----						St
	Sander Babette						
	Sauerwein Hans						pm
	Schmid Georg						
	Schmidt Gerhard						NY
	Schmitt Heinz						
	Schmitt Holger						
			123		ABC		
A	B	C	D	E	F	G	H

In the “Name:” line you can enter a search term. A maximum of 6 entries for the search term are displayed.

## Entering the search term

e.g.



Enter a search term with the letter keys. No distinction is made between capital and small letters. You can enter a maximum 12 characters.



With the "ABC" key, switch between the character lines "A to H", "I to P", "Q to X" and "Y Z \* + . : /".



Delete the last character with the "Delete character" key.

## Selecting an extension



Select the desired entry with the arrow keys. A cursor (hand) points to the selected entry.

Press the "Select" key or lift the receiver. The displayed call number is selected automatically.

## Switching between name and call number

You can display the call number of the marked extension.



Press the “123” key. The call number of the entry is displayed. Press the “123” key to display the name again.

## Scrolling in the telephone book



Scroll with the arrow keys if there are more than six entries for your search term in the telephone book.

## Calling the central telephone book



A central telephone book must be set up in your telephone system. Press the “CTB” key. You search in the central telephone book.

## Exiting the telephone book



Press the “Close” key. You end the telephone book function. The search term is saved. These entries are displayed again when you call the telephone book.

# Additional information about connections

You can show different information on individual connections on your display. Apart from the call number, for example, the name of an internal extension. This information must have been centrally programmed in your telephone system.

## Displaying various information






U. Glaser 123							06. Mar 11:55	
		Internal call Ext 43 Conversation HUTT U.						am St
								pm NY
Conn	List	Rng	Mute	Free	DTMF	Tape		
Disc							Iden	

You see the call number of an extension in your telephone system in the display.



Press the “Identify” key. You will see the name of the extension.



U. Glaser 123						06. Mar 11:55	
		Internal call HUTT U. Conversation Ext 43					am St
							
							pm NY
Conn	List	Rng	Mute	Free	DTMF	Tape	
Disc							Iden

If you want to see the call number again, press the “Identify” key again.

## Information

You can switch between the following displays at will (if they are programmed in the telephone system) with the “Identify” key:

Extn	Call number / Name
LN/Tie	Line / Tie line
Pos.	Position call number
Tr. grp.	Trunk group number
CW	Code dialling
Divert	Diversion destination
Ref-back	Refer back

## Dialling a call number again (Last number redial)

---

With your operator set you can simply redial a call number you have already dialled once. You have the following possibilities:

dial the last internal or external call number again or

dial a certain saved call number again (extended last number re-dial).

### Dialling the last internal call number again



Press the “Internal” key, then the “Redial” key.



The last internal call number is dialled again automatically.

### Dialling the last external call number again



Press the “External” key then the “Redial” key.



The last external call number is dialled again automatically.

### Dialling the last call number again



Press the “Redial” key twice.

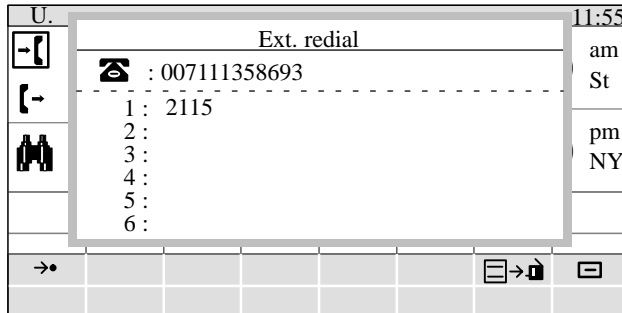
The last call number, irrespective of whether it is external or internal, is dialled again automatically.

## Saving the call number for extended last number redial



Press the “Redial” key. The window “Ext. redial” appears.

Either the last dialled number or the call number of the extension during a conversation appears next to the telephone symbol. You can save this displayed call number specifically.



Press the “Save” key to change to the save mode.

e.g.

3

Press one of the numeric keys one to six, e.g. 3. The displayed call number is saved under the selected memory number.

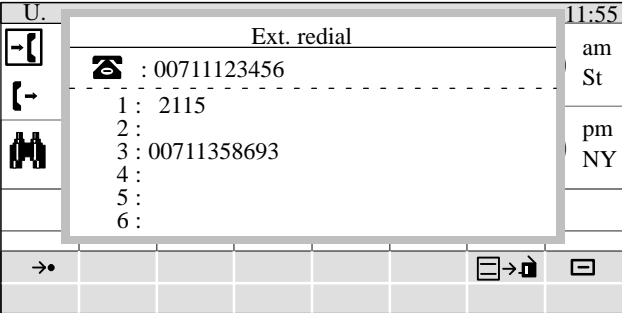


Press the “Back” key. You can now dial the saved call number.

**Dialling a call number again with extended last number redial**



Press the “Redial” key. The window “Ext. redial” appears. You can dial one of the saved call numbers specifically.



For example, you want to dial the call number of the third memory number again.

e.g.



Press the numeric key for the desired call number, e.g. 3. The call number is dialled automatically.

### Deleting all saved call number in the last number redial memory



Press the key “Delete all entries”. All entries of the extended last number redial are deleted.

### Closing the window of the extended last number redial



Press the “Close” key. The window of the extended last number redial is closed.

**Note:**

The window closes automatically after 20 seconds.

## Calling someone anonymously

---

Part of the scope of features of the ISDN network is that your call number is displayed to the called extension if it has a comfort telephone. You can suppress your internal call number. Only the general call number of your telephone system is sent. The “Anonymous” function key must be set up.

### Suppressing your internal call number

Anon

Press the “Anonymous” key.



The symbol indicates that the internal position call number is not sent when dialling.

Dial an internal or external extension as usual.  
Your internal position number is suppressed.

### Sending your internal call number again

Anon

Press the “Anonymous” key again. Your position call number is sent again when dialling.

# Switching over trunk line COS

You can switch over the programmed trunk line COS in your telephone system. The individual changes are determined by your revisor.

## Switching over trunk line COS

**COSc**

Press the “COS change” key. This initiates programming.

U. Glaser 123				06. Mar 11:55			
-[				am			
[~				St			
[H]				pm			
COS				NY			
active: no							
✓				☐			

**✓**

To change the COS, press the “Ok” key. The COS is changed over in your telephone system.

**☐**

End the procedure with the “Close” key.

## Setting tones and calls

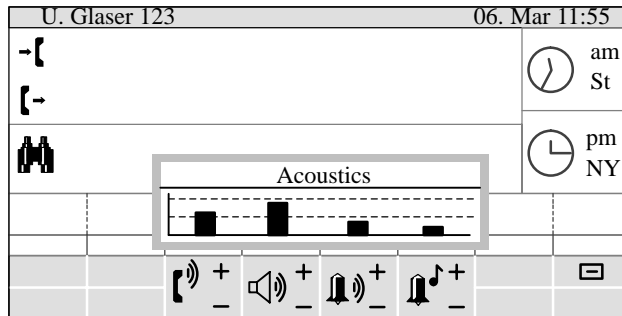
---

You can set the volume of the handset, the loudspeaker and the sound and the frequency of the ringer on your operator set. The settings are only active until you close the operator set.

### Switching on the acoustics menu



Press the “Acoustics” key.



The acoustics menu appears.



### Setting volume of the handset



With this setting you change the volume of the loudspeaker in the handset. Press the “+” key to increase the volume, with the “-” key, the volume is reduced. Your setting is displayed immediately as a bar.

### Setting the volume of the loudspeaker



With this setting you change the volume of the built-in loudspeaker. Press the “+” key to increase the volume, with the “-” key the volume is reduced. Your setting is shown immediately as a bar.

### Setting the volume of the ringer



With this setting you change the volume of the ringer. Press the “+” to increase the volume, with the “-” key the volume is reduced. Your setting is displayed immediately as a bar. The changed ringing sound is transmitted for checking.

## Setting the melody of the ringer



With this setting you change the frequency of the ringer (ringing). Press the “+” key to increase the frequency, with the “-” key the frequency is reduced. Your setting is displayed immediately as a bar. The changed ringing melody is transmitted for checking.

## Closing the acoustics menu



When you have set all tones and calls as you wish, press the “Close” key or the “Acoustics” key again. The acoustics menu closes.

### **Note:**

The acoustics menu closes automatically if you do not make any changes within 20 seconds.

## Switch off the ringer

---

You can temporarily switch off the ringer. A call is then only shown by a message in the display. After about tens seconds, the ringer switches back on again automatically.

### Switching off ringer



Press the "Ringer" key. The ringer is switched off.



The symbol "Ringer off" appears.

### Switching on the ringer



Press the "Ringer" key again. The ringer is switched back on.

## Transmitting special dialling signals (DTMF dialling)

---

You can also send DTMF dialling signals with your operator set. DTMF means dual tone multifrequency dialling. You need DTMF signals for example for City call, answerphones or other special services. The function key “DTMF transmitter” must be set up.

### Switching off the DTMF transmitter

**DTMF**

Press the “DTMF transmitter” key.



The “DTMF signalling” symbol appears.

e.g.



You can also transmit DTMF signals with the numeric keys. The special keys “\*” and “#” can also be used.

### Switching off the DTMF transmitter

**DTMF**

Press the “DTMF transmitter” key again to switch off the DTMF transmitter.

## Using recorders (Tape recorder)

---

A recorder, e.g. a tape recorder, can be connected to your operator set. Your operator set can be set so that the recorder starts automatically at the start of the conversation and stops at the end of the conversation. You can also control the recorder manually. The function key “Tape connection” must be set up.

### Switching on the tape recorder

You are holding a conversation and want to record it.

 Tape

Press the “Tape connection” key.



The symbol “Tape connection” appears.

### Switching off the tape recorder

 Tape

Press the “Tape connection” key again to end recording.

## Tones and calls

---

Apart from the call tone there are a number of other acoustic signals which inform you of various telephone procedures.

You can listen to and change all settings for the tones in the „Set acoustics” menu, see Page 80.

### Tones for internal and external calls



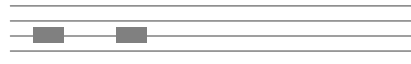
Normal call tone for external calls:

You can switch off this tone



Normal call tone for internal calls.

You can switch off this tone



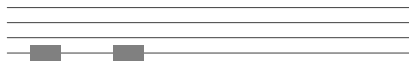
Alert tone:

additional call during a  
conversation.

## Tones in the handset



Tone during a cut-in connection.



Signal tone:

when switching on monitoring,  
handsfree and dialling with the handset on-hook.  
The partner also hears this tone.



## Messages

---

Your display helps you to operate your operator set. In the following list you will find the most important display messages.

<b>Trunk seizure</b>	A semi-restricted extension wants a trunk line.
<b>Code dialling</b>	You have started the “Code dialling” function.
<b>Assist</b>	An extension calls you in refer-back.
<b>Assist call</b>	A call you have transmitted is not answered and is returned.
<b>D-channel connection</b>	
<b>disturbed</b>	The connection of your telephone to the telephone system is interrupted.
<b>Hold call</b>	You keep a caller on hold whom you cannot place immediately.
<b>Conference</b>	You take part in a three-party conference with two other extensions.
<b>Chain call</b>	An extension wants to be connected to several connections one after another. You initiate a chain call.
<b>Station call</b>	You are called by an external or internal party with your station call number. Only station calls are saved in the call list.
<b>Station transfer</b>	A trunk call is transferred to you by station transfer.
<b>Recall</b>	The called extension has not answered a trunk call.



## Help with operation

---

Look at this page first if you need help with the operation of your operator set.

### **You are called whilst programming a destination dialling in Setup**

Press the “Close” key. The Setup menu is closed.  
You can answer the call.

### **“Overload” appears at the position of the international times**

If a caller has to wait more than 40 seconds or if there are more calls waiting in the call distribution than operator sets are connected, the display “Overload” appears in the position of the international times.

### **The name of an internal extension is not displayed**

Press the “Identify” key. If this does not help, the name is not stored in your telephone system.

### **In the event of a power failure**

If the power supply to your operator set has been temporarily cut off, your set re-establishes the connection automatically to the telephone system. If your operator set is still not ready to operate, inform your revisor.

### **Unknown display**

Consult chapter “Messages” to find out what this display means.

## Notes on assembly and care

---

### Mounting

Mount your operator set in a suitable position. Make sure the operator set is not exposed to direct sunlight.

Mount the set where it cannot be splashed with water or chemicals.

Your operator set is designed for normal operating conditions. Modern furniture is coated with numerous varnishes. It cannot be ruled out that some of these substances contain constituents which attack and soften the feet of the operator set. The feet may then leave unwanted marks on furniture surfaces.

BOSCH TELECOM is not liable for such damages for obvious reasons. Therefore use a non-slip pad underneath your operator set especially on new or polished furniture.

### Care

Only clean your operator set with a slightly damp cloth or with an antistatic cloth. Do not use a dry cloth or chemicals!

Make sure that no damp can penetrate your set.

**Please note:**

This telephone is designed for connecting to BOSCH TELECOM telecommunications systems only. It may not be connected directly to a public telephone network.

This telephone only complies with the European regulations for safety and electromagnetic compatibility when connected to BOSCH TELECOM telecommunications systems.

Repairs and manipulations of the operator set may only be carried out by an expert. Do not open the operator set. This could cause damage which render the operator set incapable of operation.

## Glossary

---

### B

#### Brokerage

You can hold up to two partners and speak alternately with each party.

### C

#### Call distribution

Several operator sets can be connected to your telephone system. All these sets are logged into the call distribution and can be reached under a common number. The operator sets can be set up so that one operator set receives external calls and another internal calls.

#### Caller identification

The caller identification is a feature of the ISDN network. The call number, the name and the connection type are displayed.

#### Call types

Your operator set distinguishes between the various call types (internal, external, etc.). Your revisor can set up a defined answering key for every call type. In this way you can answer a specific call when several calls are waiting.

#### City call

Radio call system which covers one or more regions (tones, digits, texts).

#### Class of service

Your operator set distinguishes between four classes of service. These are revisor, supervisor, operator and assistant. You can change options of the operator set depending on the class of service.

#### Collective call

Several telephones in a telecommunications system can be called internally. The extension which lifts the receiver first receives the incoming call.

### CTB

Central TelephoneBook: The central telephone book is a database application for finding and dialling internal and external call numbers. The data are on a personal computer. An application is installed on this personal computer which allows access to these data by the telephone system.

### Cut in

Possibility in telecommunications systems of cutting into an existing conversation. This is signalled acoustically.

### D

#### DTMF

Dual Tone  
MultiFrequencydialling.  
Transfer the dialling signals as a frequency combination.

## E

### **Extended last number re-dial**

An unsuccessfully dialled call number is “parked” in a memory in the operator set. It can be re-dialled later even when you have called other numbers in the meantime.

## H

### **Handsfree**

You can hold a telephone conversation without lifting the handset. Other persons in the room can then participate in the conversation.

### **Handset and speech equipment**

Combination of headphones and microphone as a useful aid for all frequent telephone users to keep their hands free for making notes.

### **Hook switch**

On /off switch on the cradle of the operator set (telephone hook).

## I

### **ISDN**

Integrated Services Digital Network: A network which integrates all services and features.

## M

### **Monitoring**

All the persons in the room can listen in to a telephone conversation but not speak.

### **Muting the microphone (Mute)**

The conversation partner on the telephone cannot listen to confidential conversations with other people in the room.

## N

### **Night circuit**

Calls arriving out of office hours are transferred to a certain extension which is still manned or to an answerphone.

## S

### **Semi-restricted**

An extension of your telephone system dials a trunk line with a code. The extension is semi-restricted, however, the call is diverted to the operator set. You answer the call and assign a trunk line to the extension.

### **Station call number**

The station call number is the physical address of your operator set. An extension can call you specifically under this number.

## T

### **Three-party conference**

The three-party conference is a telephone conversation with three extensions which can speak to each other at the same time.

### **Trunk group**

One trunk group covers several trunk lines and tie lines. Your operator set shows you whether a trunk group is busy, barred or free.

### **Trunk line**

Connection between telecommunications system and operator position of the public network.

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An ecological hint

Do not glue stickers to your telephone.

Telephone castings with stickers cannot be recycled later on and will thus unnecessarily contribute to polluting the environment.

Thanks for your environment-conscious behavior.

These operating instructions have been printed with cadmium-free colors on environment-friendly paper bleached without chlorine, and can therefore be fully recycled.

# BOSCH

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